



CULINARY ARTS INSTITUTE
FOOD SERVICE MANAGEMENT/CULINARY ARTS PROGRAM
FSMGMT 104 - DINING ROOM PRESENTATION
Syllabus
Spring 2014

Section: 0276
Units: 4
Hours: Monday/Wednesday
Lecture – 9:25am-10:20am CAI 232
Lab – 10:30am – 1:40pm (Executive Dining Room)

Texts & Materials: Remarkable Service, 3rd edition, Culinary Institute of America
Customer Service 2e NRAEF **Official Scanton Mandatory** (included in workbook)
Notebook, pen/pencil, calculator, large Scanton’s

Chef Instructor: Chef Louis Zandalasini, Department Chair/Professor
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Office Location: Culinary Arts Institute Building – Rm. 224
Office Hours: By Appointment or Before Class

COURSE DESCRIPTION: Instruction and practical training covers all aspects of service management in food operations; includes food and cash controls, styles of service and dining area merchandising. Receptions, banquets, buffets, are covered from bus persons to maître d’. Special event presentations included.

Student Learning Outcomes:

- Students will analyze and demonstrate the current Dining Room Presentation / Catering practices in designing and implementing service techniques for Service and Sanitation.
- Students will compare and contrast basic job descriptions, scheduling and forecasting demand, and illustrate the knowledge of the marketing process.
- Upon completion of this course the successful student should be able to evaluate and summarize analytical terminology, accept reservations, understand the service styles of table service, beverage service, wine service, and the organization of personnel and cash controls.

COURSE OBJECTIVES:

1. The understanding of all aspects of “Serving Management” in food operations. Dining room/catering/express food/vending.
2. Implementation of food and cash controls.
3. Hands on training with different styles of service and food service area merchandising/marketing.

4. Hands on training/demos in receptions, banquets, buffets, line service, cashiering control, waiting/waitressing service (front & back), catering events, and cappuccino cart, vending.
5. Understanding of the varied job descriptions from the General Manager down including corporate schedules.
6. Hands on training through a "Hands on" project regarding special events.
7. Quality assurance, sanitation, nutrition, supervision.
8. Productivity, work measurement, implementation of events.
9. Floral designs, centerpieces, and napkin folds, themes.
10. Ability to summarize and communicate production/service knowledge to others.
11. Theories for professional growth within the Food Service Industry.
12. Principles of running a cash register and how to make change. (cash control)
13. FOH Implementation of *Spring Fest Food & Wine Festival 2014* "hands on", **mandatory**

INSTRUCTIONAL METHODS: In the Dining Room Presentation course, Front of the House (FOH) concepts and techniques are discussed and/or demonstrated by the chef instructor. The majority of instruction for this course will consist of lectures, reading assignments, visual aids, classroom discussions, Wednesday Luncheon service, service techniques, and presentation service. Rotation schedule includes back of the house (BOH) instructional techniques. The attached timetable is a general guide, and some deviation from the schedule is likely. Any changes will be announced in class as soon as they are known. Hours will vary according to the catering calendar, events schedule, etc.

UNIFORM CODE: Front of the House Students must be in proper Dining Room Presentation uniform at all times. It is the student's responsibility to be dressed in clean, proper attire during their entire time in the Culinary Arts Institute Building. If you are not dressed appropriately/complete uniform, you will not be admitted to class, and you will be given an absence for the day. **NO EXCUSES!**

UNIFORM CODE: Back of the house Students must be in proper CAI school uniform at all times. Black skull caps and white bistro aprons are necessary only if food is being prepared. By law, students must wear appropriate attire in the food production laboratory. It is the student's responsibility to be dressed in clean, proper attire for all lab periods. If you are not dressed appropriately/complete uniform, you will not be admitted to class, and you will be given an absence for the day. **If you are passing through or working in the kitchen, you must be in uniform.**

Dress Attire to Be Worn For Every Class Meeting

No earrings / piercings' (men and women)

Fingernails must be kept short, 1 ring, 1 watch.

Women: Black Tuxedo Pants
 Black socks
 White long sleeve shirt (tuxedo)
 Black Shoes - Non Slip
 Black bow tie (tuxedo) small (recommend to purchase several)
 Black Vest

Men: Black Tuxedo Pants
 Black Shoes – Non Slip
 Black bow tie (tuxedo) small (recommend to purchase several)
 White long sleeve shirt (tuxedo)
 Black socks
 Black Vest

Uniform attire to be kept professional, i.e., no shirts hanging out, bow ties MUST be worn AT ALL TIMES when on campus and in the Culinary Arts Institute Building or functions.

COMPLETE UNIFORM:

- **Students will be not be allowed in class and marked absent if not in full uniform.**
- Front of House / Back of House pants must be hemmed accordingly.
- No nail polish, faux nails or rings. Wedding band okay. Nails must be trimmed and short. **No excuse.**
- No sweaters or hoodies under the chef coat. Wear white thermal long sleeve shirts instead.
- No earrings (studs ok), nose rings or facial piercings.
- Completely clean shave or beard and mustache trimmed neat to ¼ inch in length. **You will not be allowed in class and marked absent....**
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ATTENDANCE: Our Culinary Arts Institute approximates the expectations found in a working situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the culinary arts and hospitality industries. At the time the student moves from training into a career, the employer will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Culinary Arts Institute @ LAMC consider each moment in class imperative for success. When the student is not in the classroom/lab, the information missed cannot be recaptured.

DROPS: Should the student decide or contemplate dropping the course, consulting with the instructor prior to dropping is strongly recommended. Students should not expect to drop late in the program to avoid a failing grade. It is the responsibility of the student to withdraw him / herself.

IMPORTANT: If you stop attending a class (or wish to drop a class), **YOU MUST DROP THE CLASS YOURSELF ONLINE – OFFICIALLY – ON LINE on or before May 11, 2014**. Failure to do so may result in a grade of “F” in the class.

CONDUCT: It is the instructor’s responsibilities to lecture, teach and be available to his students for counsel when needed or desired; the student’s responsibility is to listen, learn, and participate in class discussion/laboratory activities. Students have the right to expect professionalism from the instructor, and the instructor has the right to expect courteous attention from the student. The above statement is in no way intended to suppress free discussion of the subject at hand. When such discussions occur however, they will be moderated by the instructor.

The College also has directives against eating, drinking, and smoking in class, or the bringing of food or drink into the classroom. We will abide by this relation.

PLAGIARISM: Attention is finally invited to the fact that the College has rules against cheating and plagiarism. To this end, it is everybody's responsibility to prevent such actions from occurring. Since each student is graded competitively in relation to every other student in the class, students must neither give to nor receive aid from another student during an examination, nor should they tolerate those who do. Regardless of intentions, never be seen doing what a cheater would do. Such action could easily be misinterpreted.

STUDENTS WITH SPECIAL NEEDS: If you have any health impairments that require regular medication, or any disability that might affect your performance in the class or lab, and would like your chef instructor to make special accommodations, please call our campus Special Services Director at 818-364-7734 as soon as possible. They will help you arrange special accommodations for your classes. The special needs of each student are met, in part, by:

1. Group discussion at the "peer" level, providing for the interchange of ideas
2. Reading materials supplementing the required text material
3. Availability of the teacher for personal interviews and referral to appropriate community resources as indicated.

DIETARY SERVICES SUPERVISOR SKILL CERTIFICATE:

Family Consumer Science FCS 26 – Modified Diets section required for Certificate

<u>REQUIRED COURSES</u>	<u>UNITS</u>
FSMgmt 50 Sanitation & Safety	3
FSMgmt 101 Food Production I	4
Fam&CS 21 Nutrition	3
Fam&CS 26 Modified Diets	3
Fam&CS 109 Supervision & Management	3

ASSIGNMENTS: Reading assignments are to be completed prior to the subject discussion date. All assignments, written or oral are due at the beginning of the next class period, unless otherwise directed by the instructor. Assignments turned in late are subject to reduced grades. Assignments are to be typed/word processed, double spaced, Times New Roman 12pt font, and proof read. Correct spelling, grammar, punctuation are expected. The Questions to answers do not have to be included, only the correct corresponding letter/number.

TESTS: There will be four quizzes, one midterm, a comprehensive final examination all of which will cover readings / lecture material. Expect multiple choice, true/false, matching, short answer definition, and simple problem questions on examinations. The NRAEF Scranton is required for the midterm exam.

TBA SPECIAL EVENT:

Mandatory: Spring Fest Food & Wine Show ~ Saturday May 31, 2014 (all day)
Extra Credit: Raw-Super Foods – Vegan Gluten Free Workshop

NRAEF CUSTOMER SERVICE 2e MIDTERM: The Customer Service Competency exam will be administered as the Mid-Term on March 24. **A Current Official Examination Sheet is required for this test.** Results will be mailed to Chicago for grading and presentation of Certificates will be awarded upon receiving the results.

COURSE REQUIREMENTS: Consists of 4 quizzes, Class Participation, Homework exercise's, Mid-term, Practical Exam, Final Exam and Springfest 2014 Event, no scores will be dropped.

COURSE GRADING:

1.	4 quizzes @ 25 each	100 Lab/Lecture/Book
2.	Participation	280
3.	Homework (8 @ 15 each)	120
4.	1 Mid-Term	100 Customer Service
5.	Practical Exam	100 Wednesday Luncheon
6.	Final exam	100 Remarkable Service
7.	Spring Fest Event	<u>200</u>
	Total	1,000

GRADING SCALE:

900-1000	= A
800-899	= B
700-799	= C
600-699	= D
599 ≤	= F

Please be advised to turn all electronic equipment to silent, Recorded Data: voice /video with approval.

COLLEGE RESOURCES FOR STUDENTS

Admissions and Records: Students can register for classes, request transcripts, file petitions for graduation, and drop classes at this office. For more information call 818-833-3322 or visit: <http://www.lamission.edu/admissions/>

Assessment Center: Offers student assessments in English, English-as-a-Second-Language (ESL) and Mathematics. Please contact the Assessment Center at (818) 364-7613 for more information or visit <http://www.lamission.edu/assessment>

Bookstore: For hours of operation, book availability, buybacks, and other information call 818-364-7767 or 7768 or visit <http://eagleslanding.lamission.edu/default.asp>

Counseling Department Office: For appointments and information call 818-364-7655 or visit <http://www.lamission.edu/counseling/>

Disabled Students Programs and Services (DSP&S): For appointments, eligibility and information call 818-364-7732 or visit <http://www.lamission.edu/dsps/>

Extended Opportunity Programs and Services (EOPS): For appointments, eligibility and information call 818-364-7645 or visit <http://www.lamission.edu/eops/>

Financial Aid: For information and applications call 818-364-7648 or visit <http://www.lamission.edu/financialaid/>

Library: For information on hours, resources, workshops, and other services contact 818-364-7106 or visit <http://www.lamission.edu/library/>

Tutoring Services in Learning Center: Laboratories for Learning, Writing, and Math & Science. Walk-in and appointment services offered. Call 818-364-7754 or visit www.lamission.edu/learningcenter

**CULINARY ARTS INSTITUTE
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DINING ROOM PRESENTATION
Course Outline**

Please note that the schedule below may be subject to change.

<u>DATE</u>	<u>TOPIC</u>
Feb. 10 Feb. 12	Overview of Service, Orientation, Spring Fest Food & Wine Festival 2014 Menus/Themes. Ch. 1 ~ The Importance of Customer Service (Handout Provided (Ch. 1-2))
Feb. 17 Feb. 19	HOLIDAY – President’s Day Ch. 1 & Ch. 2 homework due, Wednesday Luncheon Service.
Feb. 24 Feb. 26	Lecture Ch. 2 ~ Customer-Centric Service & Ch. 3 ~ Designing and Implementing an Effective Customer Service Program, Ch. 3 homework due. Wednesday Luncheon Service
March 3 March 5	Lecture Ch. 4 ~ The Professional Server & Ch. 5 Greeting and Seating Customers, Ch. 4 & 5 homework due. Quiz #1 Ch. 1-4 Customer Service. Wednesday Luncheon Service
March 10 March 12	Lecture Ch. 6 ~ Dining-Room Service & Ch. 7 Guest Payment and Service Recovery, Ch. 6 & 7 homework due. Cover Quiz #1 Wednesday Luncheon Service
March 17 March 19	Lecture Ch. 8 ~ Marketing the Positive Guest Service Experience, Ch. 8 homework due, Quiz #2 Ch. 5-8 Customer Service, Review for Mid-term Wednesday Luncheon Service
March 24 March 26	Cover Quiz #2, MIDTERM , Lecture Remarkable Service Ch. 1 Wednesday Luncheon Service
March 31 April 2	HOLIDAY – Cesar Chavez Wednesday Luncheon Service
April 7 April 9	SPRING BREAK SPRING BREAK
April 14 April 16 April 17	Remarkable Service ~ Lecture Ch. 2 & Ch. 3 ~ Presentation’s Wednesday Luncheon Raw-Vegan Seminar ~ 11:00 am – 2:00 pm
April 21 April 23	Remarkable Service ~ Lecture Ch. 4 & Ch. 5 ~ Presentation’s Wednesday Luncheon Service
April 28 April 30	Remarkable Service ~ Lecture Ch. 6 & Ch. 7 ~ Presentation’s, Quiz #3 Ch. 1-6 Wednesday Luncheon

Dining Room Presentation ~ Spring 2014

May 5 May 7	Remarkable Service ~ Lecture Ch. 8 & Ch. 9 ~ Presentation's, Cover Quiz #3 Wednesday Luncheon Service
May 12 May 14	Remarkable Service ~ Lecture Ch. 10 ~ Presentation's, Quiz #4 Ch. 7-10 Wednesday Luncheon Service
May 19 May 21	Cover Quiz #4, Guest Lecturer Wednesday Luncheon Service
May 26 May 28	HOLIDAY – Memorial Day Wednesday Luncheon Service
May 31	<u>Springfest ~ Food & Wine Festival 2014</u>
June 2 June 4	Re-cap ~ Springfest 2014, Inventory Practical Exam ~ Wednesday Luncheon Service
June 9	Written ~ Final Exam Note (time change 10:00 am – 12:00 pm)

Summer Session(s) 2014 & Fall 2014 Schedules

NOTE: Remember to check upcoming schedule of classes and register early! Classes may be cancelled due to low enrollment or classes may be full and closed. There are no “wait lists” available at LA Mission College.

IMPORTANT:

THE SYLLABUS IS SUBJECT TO CHANGE ACCORDING TO LA MISSION COLLEGE SCHEDULE, FACULTY FUNCTIONS AND PRODUCT/INGREDIENT AVAILABILITY.